

Procedures for Providing Reasonable Accommodation for Individuals with Disabilities

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AGENCY RESOURCES

1. Office of Departmental Equal Employment Opportunity

The Director, ODEEO, who also serves as the Department's Equal Employment Opportunity Officer, has overall responsibility for assuring that an effective mechanism for handling reasonable accommodation is established and maintained. This responsibility includes establishing and disseminating Department-wide policy and procedures, monitoring, and reporting on all reasonable accommodation requests. ODEEO can be reached at (202) 708-5921.

2. Assistant Secretary for Fair Housing and Equal Opportunity (FHEO)

The Assistant Secretary for FHEO has Department-wide responsibility for handling program and facility accessibility issues under Section 504 of the Rehabilitation Act of 1973, as amended. FHEO can be contacted at (202) 708-4252.

3. Departmental Disability Program Manager (DPM)

The DPM is responsible for advising supervisors, managers, employees and personnelists in regulations relating to reasonable accommodation, as needed. The DPM maintains records and files, and ensures the information is accessible to the EEO staff for reporting purposes. The DPM serves as liaison in coordinating and monitoring a variety of administrative functions such as training, tracking, reporting functions, etc. The DPM can be reached at (202) 708-2000.

4. Assistant Secretary for Administration

The Assistant Secretary for Administration has Department-wide responsibility for centralized control over the processing of reasonable accommodations; and the tracking and the internal reporting on reasonable accommodation efforts and activities. This includes staff resources for readers, interpreters, and personal assistants; providing training; and producing material in alternative formats. The Assistant Secretary for Administration also has overall responsibility for technology accessibility.

5. Reasonable Accommodation Committee (RAC)

The Reasonable Accommodation Committee is responsible for reviewing all material and information pertaining to a **denied** reasonable accommodation request. The Committee shall consist of representatives from the Office of General Counsel (OGC), the Office of Departmental Equal Employment Opportunity

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(ODEEO), the Office of Administration, and the Program Office in which the request originated. Union representation at Committee meetings will be available as requested and as appropriate. The Disability Program Manager shall serve as the chairperson and is responsible for informing the requester of the Committee's final decision. The Committee will review the reasonable accommodation request, any supporting medical documentation, and the written justification for denying the requested accommodation. Based on this information provided, the committee will vote to determine whether to approve or deny the request.

6. Advisory Committee for Persons with Disabilities

Provides advice and feedback to management on issues related to the employment of persons with disabilities.

7. Office of Human Resources

Provides information and advice on a wide range of personnel issues including recruitment sources and procedures, special employment programs, and excepted appointing authorities for hiring persons with disabilities. Headquarters Office of Human Resources can be reached at (202) 708-2000.

8. Employee Assistance Program (EAP)/Employee Relations/Labor Relations

The EAP staff is responsible for providing advice, guidance, and information pertaining to the prevention, treatment, and rehabilitation of employees with respect to alcoholism, drug abuse, and other personal-medical-behavioral problems, the need for reasonable accommodations and assisting in the evaluation of medical documentation. The Headquarters EAP is located in the Office of Human Resources and can be reached at (202) 708-0523.

The Employee/Labor Relations staff provides technical advice and assistance to managers on performance base actions and employees' medical inability to perform job related functions, including the evaluation of medical documentation in support of reasonable accommodation.

9. Chief Technology Officer (CTO)

The Chief Technology Officer in the Office of Administration has Department-wide responsibility for handling technology accessibility issues under Section 508 of the Rehabilitation Act of 1973, as amended. The CTO can be reached at (202) 708-4401.

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GOVERNMENTWIDE RESOURCES

1. U.S. Department of Labor (DOL)

Office of Disability Employment Policy
200 Constitution Avenue, NW, Room S-1303
Washington, D.C. 20210
TTY: (877) 889-5627
Fax: (202) 693-7888
Phone: (202) 693-7880 or 866-4-USA-DOL
[Email: InfoODEP@dol.gov](mailto:InfoODEP@dol.gov)
<http://www.dol.gov/odep/welcome.html>

--- Provides information and guidance.

2. Equal Employment Opportunity Commission (EEOC)

1801 L Street, NW
Washington, D.C. 20507
(202) 663-4842 (Voice) or (202) 663-4053 (TTY)

--- Provides guidance to federal agencies on providing reasonable accommodations and on developing and implementing affirmative employment programs for hiring, placement and advancement of persons with disabilities. The Appellate Review Program (ARP), Office of Federal Operations, adjudicates appeals of administrative decisions and final orders.

3. Department of Justice (DOJ)

Coordination and Review Section
Civil Rights Division
10th and Pennsylvania Avenue, NW
Washington, D.C. 20530
(202) 724-2222 (Voice) or (202) 724-7678 (TDD)

--- Publishes Technical Assistance Guides (TAGs) that provide information and resources on a wide variety of subjects related to persons with disabilities. Examples are: telecommunication devices for deaf people, access to public meetings, assistive devices, and interpreter referral services.

4. U.S. Department of Justice Disability Rights Section

Civil Rights Division Disability Rights Section-NYAVE
950 Pennsylvania Avenue, NW
Washington, D.C. 20407

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Toll Free: (800) 514-0301
TTY: (800) 514-0383
Fax: (202) 514-0404
<http://www.usdoj.gov/crt/drs/drshome.htm>

--- Focuses on all disabilities and is especially knowledgeable in how disabilities relate to the ADA of 1990.

5. U.S. Department of Education

National Institute on Disability and Rehabilitation Research (NIDRR)
400 Maryland Avenue, S.W.
Washington, D.C. 20202-2572
TTY: (202) 205-4475
Phone: (202) 205-8134

--- Provides information on computer accommodations for persons with disabilities and assistance with computer-related problems.

6. National Council on Disability

1331 F Street, NW
Suite 1050
Washington, D.C. 20004
Voice: (202) 272-2004
TTY: (202) 272-2074
Fax: (202) 272-2022

--- Addresses, analyzes and makes recommendations on issues of public policy that affect persons with disabilities.

7. Office of Personnel Management (OPM)

Equal Employment Opportunity Office
1900 E Street, NW
Washington, D.C. 20415
Voice: (202) 606-2460

--- Provides information and guidance.

8. National Institute of Mental Health

Office of Communications and Public Liaison
Information Resources and Inquiries Branch
6001 Executive Boulevard, Room 8184

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Bethesda, MD 20892
Voice: (301) 443-4513
Fax: (301) 443-4279
[Email: nimhpubs@nih.gov](mailto:nimhpubs@nih.gov)
<http://www.nimh.nih.gov>

--- Provides material and assistance related to mental health.

9. Job Accommodation Network (JAN)

P.O. Box 468
Morgantown, West Virginia 26505
Voice: 1-800-526-7234, TTY: 1-800-526-4698 (In West Virginia)

--- Provides employers with information on making accommodations for employees with disabilities.

10. President's Committee on Mental Retardation

300 Independence Avenue, SW
Room 4262
Washington, D.C. 20201
Voice: (202) 245-7634

-- Provides information on persons with mental retardation.

11. United States Department of Agriculture (USDA)

TARGET (Technology Accessible Resources
Gives Employment Today) CENTER, Room 1006
Fourteenth and Independence Avenue, SW
Washington, D.C. 20250
Voice: (202) 720-2600
<http://usda.gov/oo/target>

--- Provides information resources and technology demonstrations to assist employees in locating and selecting equipment adapted to the needs of disabled employees. The Center aids in making information and micro-computer technology accessible to persons with vision, hearing, speech and mobility impairments.

12. Department of Veterans Affairs

Information Technology Center

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810 Vermont Avenue, NW
Washington, D.C. 20420
Voice: (202) 273-8842

--- Operates an extensive demonstration center of computer technology usable by persons with disabilities.

13. Disability and Business Technical Assistance Centers (DBTACs)

Voice/TTY: (800) 949-4232

The DBTACs consist of 10 federally funded regional centers that provide information, training, and technical assistance on the ADA. Each center works with local business, disability, governmental, rehabilitation, and other professional networks to provide current ADA information and assistance, and places special emphasis on meeting the needs of small businesses. The DBTACs can make referrals to local sources of expertise in reasonable accommodations.

14. Merit Systems Protection Board (MSPB)

1615 M Street, NW
Washington, DC 20419.
Voice: (800)-209-8960

The US Merit Systems Protection Board (MSPB) protects the integrity of the Federal merit systems and the rights of Federal employees working in the systems.

15. Registry of Interpreters for the Deaf

The Registry offers information on locating and using interpreters and transliteration services.
Voice/TTY: (301) 608-0050

RESNA Technical Assistance Project

Voice: (703) 524-6686

TTY: (703) 524-6639

<http://www.resna.org>

RESNA, the Rehabilitation Engineering and Assistive Technology Society of North America, can refer individuals to projects in all 50 states and the six territories offering technical assistance on technology-related services for individuals with disabilities. Services may include: (1) information and referral centers to help determine what devices may assist a person with a disability (including access to large data bases containing information on thousands of commercially available assistive technology products); (2) centers where

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individuals can try out devices and equipment, assistance in obtaining funding for and repairing devices; (3) and equipment exchange and recycling programs.

NON-FEDERAL RESOURCES

1. Organizations:

National, state and local organizations can provide resources and information on the employment of persons with specific disabilities. They can also provide technical assistance on making reasonable accommodation, facility accessibility, training and employment of persons with disabilities. The following are some organizations and associations that should be able to provide guidance to managers and supervisors. The list is not inclusive, but can act as a good starting point.

a. Alexander Graham Bell Association for the Deaf

3417 Volta Place, NW
Washington, D.C. 20007
Voice/TTY: (202) 337-5220

b. American Council of the Blind

1010 Vermont Avenue, NW, Suite 1100
Washington, D.C. 20005
Voice: (202) 467-5081
<http://www.acb.org>

c. American Association of Mental Retardation

444 North Capital Street, NW
Suite 846
Washington, DC 20001-1512
Voice: (800) 424-3688 or (202) 387-1968
(<http://www.aamr.org>)

d. Council of State Administrators of Vocational Rehabilitation

1005 Thomas Jefferson Street, NW
Washington, D.C. 20007
Voice: (301) 654-8414

e. Disabled American Veterans

807 Maine Avenue, SW
Washington, D.C. 20024
Voice: (202) 554-3501

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- f. Epilepsy Foundation of America**
4351 Garden City Drive
Suite 406
Landover, Maryland 20785
Voice: (301) 459-3700
- g. National Center on Accessibility**
2805 East 10th Street – Suite 190
Bloomington, IN 47408-2698
Voice: (812) 856-4422
TTY: (812) 856-4421
Fax: (812) 856-4422
<http://www.indiana.edu/~nca>
- h. Learning Disability Association (LDA) (formerly the Association for Children and Adults with Learning Disabilities)**
4156 Library Road
Pittsburgh, Pennsylvania 15234
Voice: (412) 341-1515 or (412) 341-8077
- i. Little People of America**
P.O. Box 633
San Bruno, California 94066
Voice: (415) 589-0695
- j. Mainstream, Inc.**
1200 15th Street NW
Washington, D.C. 20005
Voice/TTY: (202) 833-1136
- k. Muscular Dystrophy Association**
810 Seventh Avenue
New York, New York 10019
Voice: (212) 586-0808
- l. National Association of the Deaf**
814 Thayer Avenue
Silver Spring, Maryland 20910
Voice/TTY: (301) 587-1788

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m. National Center for Learning Disabilities

99 Park Avenue
New York, New York
Voice: (212) 687-7211

n. National Federation of the Blind

1800 Johnson Street
Baltimore, Maryland 21230
Voice: (301) 659-9314

o. National Information Center on Deafness

Gallaudet University
800 Florida Avenue, NE
Washington, D.C. 20002
Voice: (202) 651-5052, or TTY: (202) 651-5976 or
Voice/TTY: (800)-672-6720

p. National Multiple Sclerosis Society

205 East 42nd Street
New York, New York 10017
Voice: (212) 986-3240

q. National Organization on Disability (NOD)

910 16th Street, NW, Suite 600
Washington, D.C. 20006
Voice: (202) 293-5960 or TTY: (202) 267-3232

r. National Rehabilitation Information Center

8455 Colesville Road, Suite 935
Silver Spring, Maryland 20110-3319
Voice: (301) 588-9284, TTY: (301) 495-5626,
or Voice: (800) 346-2742

s. National Spinal Cord Injury Association

600 West Cummings Park
Suite 2000
Woburn, Massachusetts 01801
Voice: (617) 935-2722 or (800) 962-9629

t. Paralyzed Veterans of America

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810 Eighteenth Street, NW
Washington, D.C. 20006
Voice: (202) 872-1300

u. Self Help for Hard of Hearing People

7800 Wisconsin Avenue
Bethesda, Maryland 20814
Voice: (301) 657-2248 or TTY: (301) 657-2249

v. United Cerebral Palsy Association

7 Penn Plaza
Suite 804
New York, New York 10001
Voice: (212) 268-6655 or (800) 962-9629

2. Centers for Independent Living (CIL):

Independent living centers provide technical assistance and resources in a variety of areas including the employment of persons with disabilities. They can be found all over the country. A directory of independent living centers is available for a fee from:

a. ILRU Research and Training Centers on Independent Living

3400 Bissonnet Street
Suite 101
Houston, Texas 77005
(713) 666-6244 (Voice) or (713) 666-0643 (TDD)

b. U.S. Department of Education

Independent Living Branch
Rehabilitation Services Administration
Office of Special Education and
Rehabilitative Services
Washington, D.C. 20202
Voice: (800) 872-5317
TTY: (800) 437-0833
[Email: customerservice@inet.edu.gov](mailto:customerservice@inet.edu.gov)